



What's New

Changes are Coming to Medicaid

Changes are coming on Jan. 1, 2027, for many Medicaid enrollees. The Illinois Department of Healthcare and Family Services (HFS) will contact everyone who will be impacted by September 2026. For now, your best step is to make sure your address and phone number are up to date. To update your contact information, click [here](#) or visit abe.illinois.gov and click on Manage My Case. Get answers to your questions about Medicaid changes by clicking [here](#).

Introducing the FRESH Program

Did you lose your Supplemental Nutrition Assistance Program (SNAP) benefits (food stamps)? The State of Illinois has created a new temporary program called FRESH that provides a **one-time only** cash support of \$400 for people who lost their SNAP benefits or had them reduced due to federal work requirements. The Illinois Department of Human Services (IDHS) will contact eligible individuals directly. Visit saveoursnap.org/fresh for more information.

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Summer Safety

Weather Safety Reminder

The Chicagoland area has experienced many extreme weather events over the past few months. Floods, tornados and extreme heat can be very dangerous for everyone but especially for older adults and people with chronic health conditions. Prepare for emergency situations by:



Talking to your doctor about how to prepare yourself if you have a medical condition or are taking medicines



Having a plan for dangerous weather events



Signing up for free emergency alerts from Cook County by texting "alertcook" to 888-777

Take action and learn more safety tips by visiting the American Red Cross [website](#).

Protecting Lives Through Firearm Injury Prevention

In 2024, firearms were the leading cause of death among young people ages 1-17 in Illinois.¹ Firearm deaths and injuries can be prevented through a combination of safe storage practices and community-based interventions, including:

- Safely storing firearms in a safe or lock box.
- Participating in community outreach programs like **Chicago CRED** or **Institute for Non-Violence Chicago** that offer mentorship and local resources.
- Considering turning guns in to the Chicago Police Department through their **Gun Turn-In Program**. You can receive a \$100 Visa gift card.

¹ <https://publichealth.jhu.edu/center-for-gun-violence-solutions/data/state-gun-violence-data/illinois>

Benefits Reminder

Start the School Year Healthy

The State of Illinois requires children entering certain grades to provide proof of physical exams, immunizations and vision and dental screenings. CountyCare is here to help parents and guardians navigate annual checkups and to prepare themselves for the school year.

CountyCare covers labs, vaccines and many medical services at no cost to you. Learn more about these services and how you can be rewarded for completing some of them. Visit <https://countycare.com/benefits/> to learn more.



Vision

- All members get one exam every calendar year.
- Members can get \$125 toward eyeglasses or \$300 toward contact lenses every year.

Vaccines

Members ages 2 and older will receive a \$10 reward* for receiving their flu vaccines. Check with your school to see if additional vaccines are required.

Dental

- Dental exam and cleaning (one every six months).
- Medically necessary braces.
- Fluoride treatment, oral surgery, X-rays, sealants, fillings, crowns (caps), root canals, dentures and denture repairs, extractions (pulling teeth) and emergency dental services.

Your child's school will know each grade's health requirements.

Physical

All members will receive \$25* for completing their annual checkup with their assigned primary care provider (PCP).

View a full list of rewards at countycare.com/rewards/.

**If you use this program for rent or utilities, Housing and Urban Development (HUD) requires it to be reported as income if you seek assistance. Contact your local HUD office if you have questions.*

Need Help with Transportation? Ask About Ventra or Pace Cards

CountyCare offers transportation to and from doctor appointments, pharmacies, Women, Infants and Children (WIC) food assistance sites and CountyCare-sponsored events. You can also get public transportation passes (Ventra and Pace) two weeks before your appointment. To schedule a ride or to get a public transportation pass, call us at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD/TTY).



You can also
schedule a ride
online with
Modivcare!

Immunization and Breastfeeding Awareness Month

National Immunization Awareness Month

Getting vaccinated is one of the best things you can do to help protect yourself and your family. Many vaccines may be required for school, travel or work. CountyCare covers recommended vaccines at no cost to members. Learn more at our Immunization Hub: countycare.com/immunization-information.

National Breastfeeding Month

Did you know that services provided by in-network lactation consultants and doulas are covered by CountyCare? All pregnant and parenting CountyCare members are eligible for care coordination services, including finding and connecting with a doula or lactation consultant. Learn more about the many extra benefits and rewards for pregnant members and their children at countycare.com/brighter-beginnings.



What is lactation consultant?

A lactation consultant is a health professional with special training to help parents feed their babies, including support with breastfeeding, pumping or bottle feeding.

What is a doula?

A doula is a trained support person who helps parents during pregnancy and birth and after delivery with comfort, guidance and care.

CountyCare Events

Family Leadership Council Meeting

Join us to share your feedback about children's behavioral healthcare services from CountyCare. We want to know what we are doing well and how we could improve our services. The next virtual meeting is Sept. 23, 2026, at 2 p.m. Email Bria Robinson at bria.robinson@cookcountyhealth.org or Raphael Daniels at raphael.daniels@cookcountyhealth.org to reserve your spot. Please tell us the CountyCare member ID numbers of those who will be attending from your family.

CountyCare Events

Visit our news and events page to see our upcoming events around Cook County at countycare.com/upcoming-events. These events include:

- Redetermination events
- Resource fairs
- Community events
- And more!

Thank you for choosing CountyCare

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Need help? Our team is here to support you. Call Member Services at 312-864-8200 / 855-444-1661 (toll-free) / 711 (TDD / TTY) if you have any questions.

Check out countycare.com for important information



Annual Member
Notice



Notice of Privacy
Practices



Nondiscrimination
Statement

At CountyCare, we want to make sure our members are informed about their rights and responsibilities as a health plan member. The 2026 Annual Member Notice provides important information to meet your healthcare needs, information about CountyCare's Quality Improvement Programs and Cultural Competence Program, and more. A copy of this notice can be found on our website at <http://www.countycare.com/members/resources>. You may also contact Member Services during normal business hours of operation at 312-864-8200, 711 TDD/TTY to receive this information in other languages or request that a copy be mailed to you.

ATTENTION: If you speak ENGLISH, language assistance services, free of charge, are available to you. Call 312-864-8200 / 855-444-1661 (toll-free) / 711 (TTY).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 312-864-8200 / 855-444-1661 / 711 (TTY).

This document is also available in other languages. Please contact us at 312-864-8200 to request this document in another language.

CountyCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 312-864-8200 / 855-444-1661 / 711 (TTY).

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 312-864-8200 / 855-444-1661 / 711。